

2-24-68 CLIENT COOPERATIVE ACTION

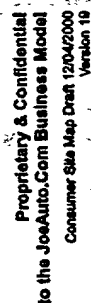


Figure 2

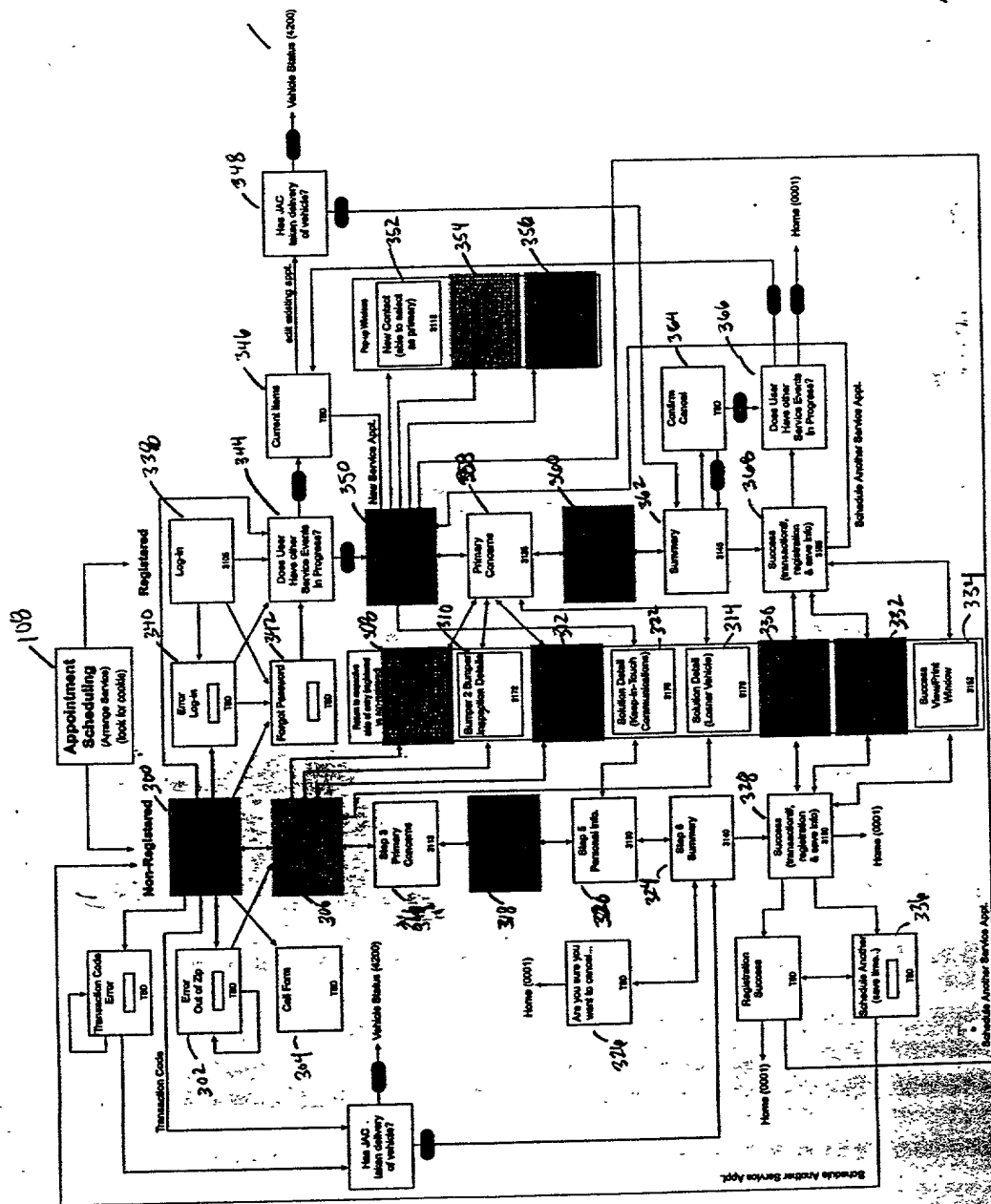


Figure 3

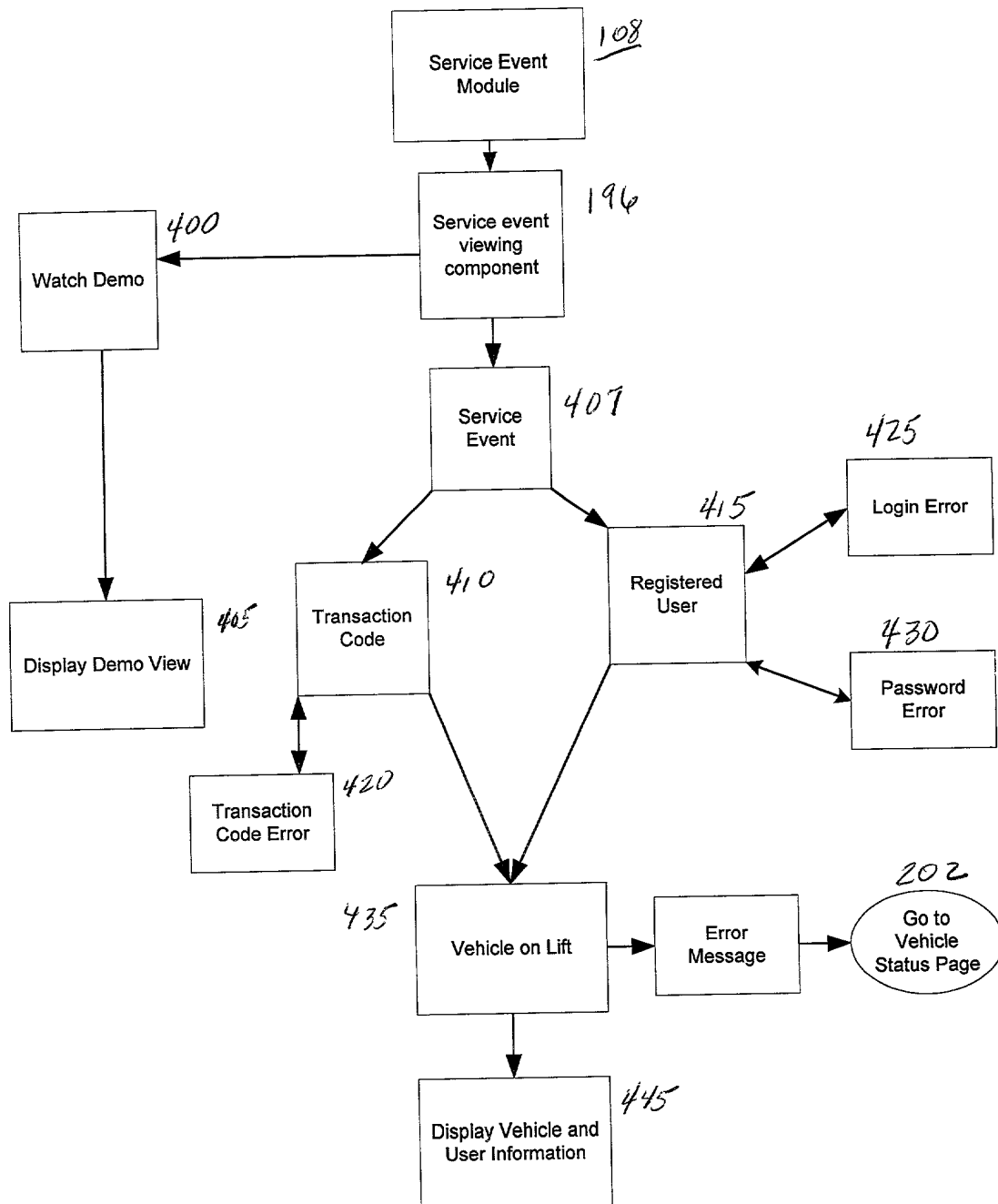


Figure 3b

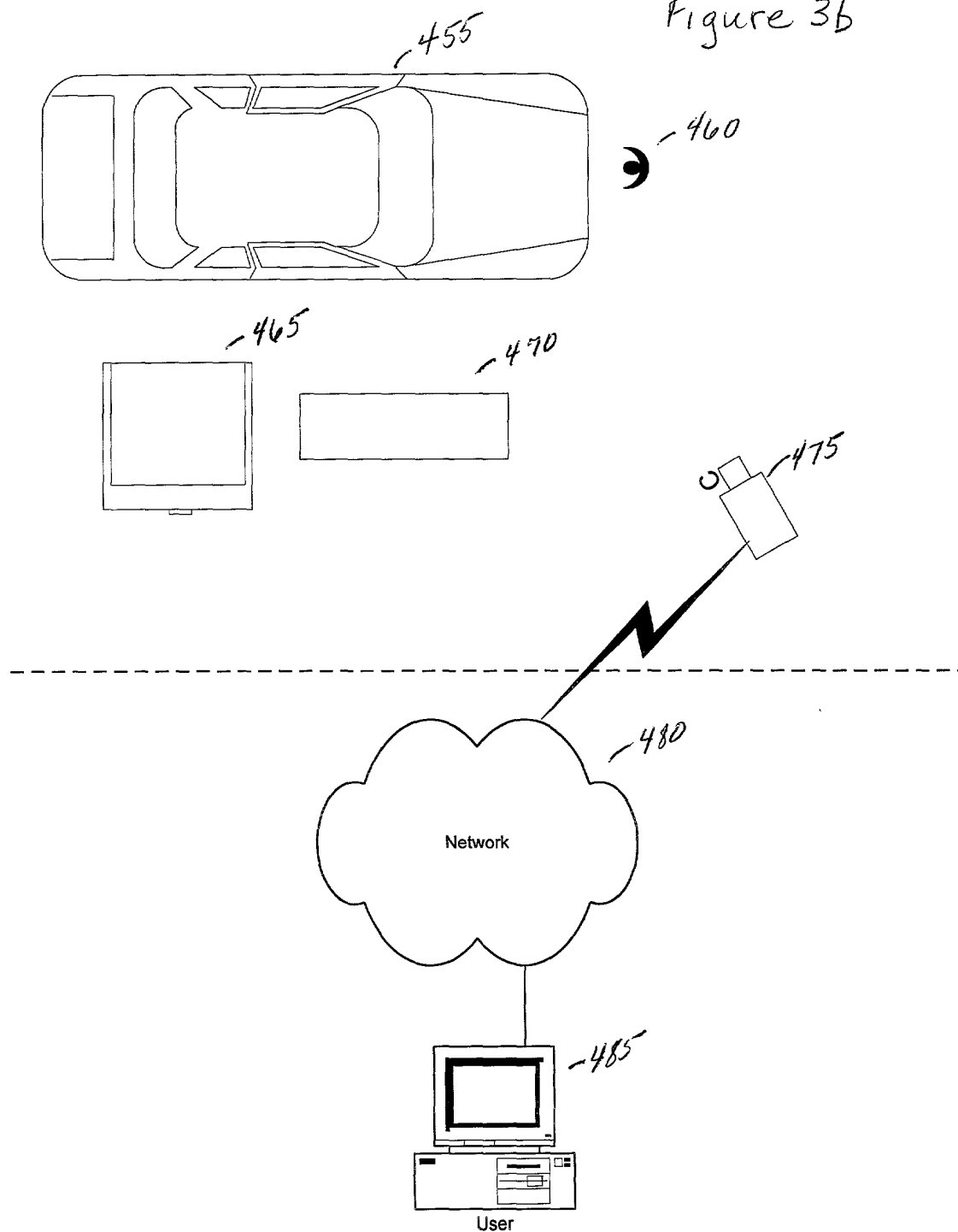
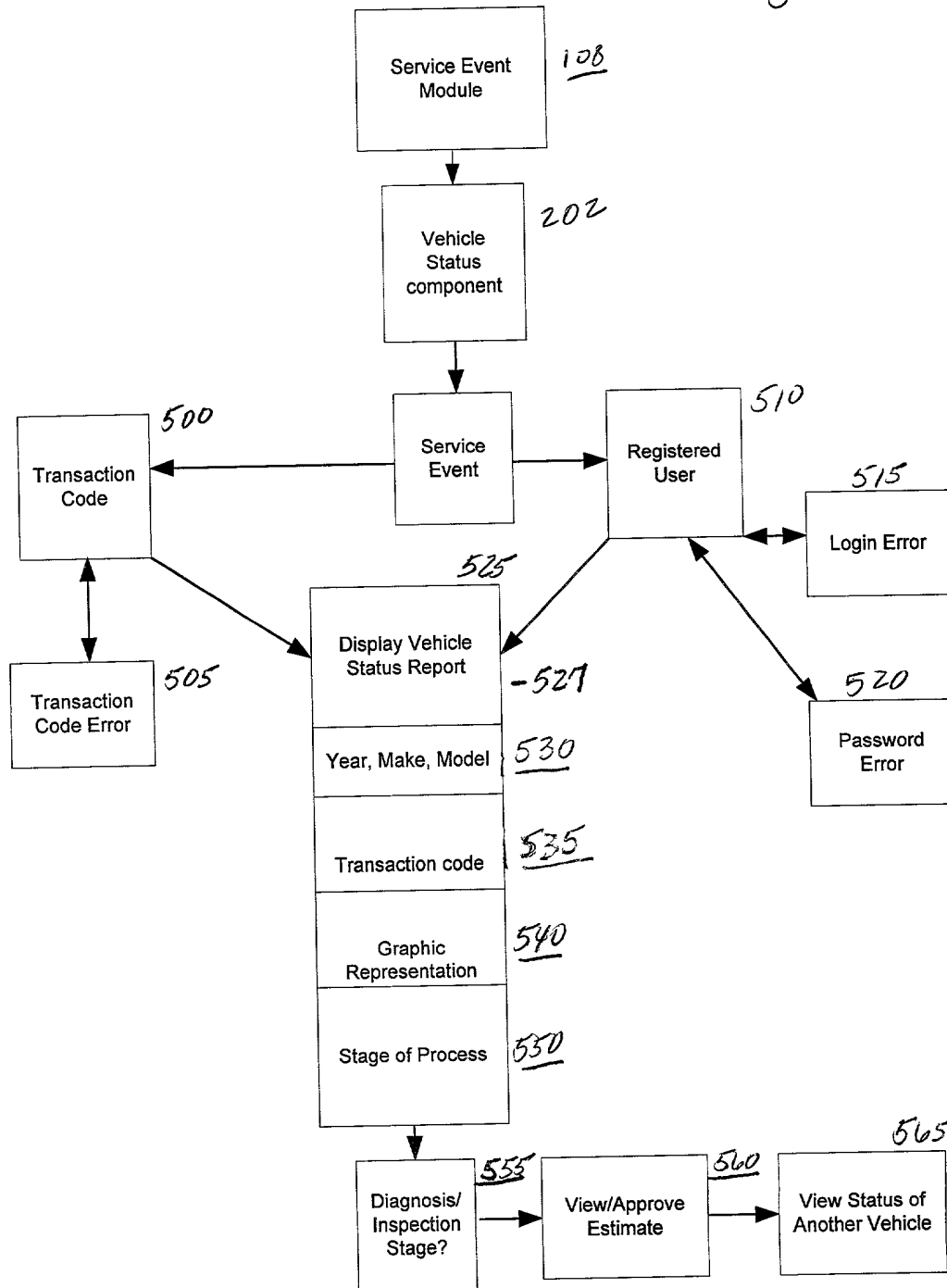


Figure 4



Corporate Identity
(Logo & Preset)

Home

To locate a JoeAuto.Com Service
Center near you, please enter your five
digit Zip Code.

Toll free 1.877.JOE AUTO
(1.877.583.2468) or
contact 515.519.1410

Arrange
Service Now

What do you want to know?

OVERVIEW: JoeAuto.Com

- Performance Based
- Take A Virtual Tour
- Compare Our Prices
- Policy: Additional Payments Needed
- 24/7 Online or 800 Off. Your Bill

Check Us Out

- Best Description / Estimate
- Arrange Service

What is it? (Virtual Tour)

- Watch Your Service LIVE on the Internet
- How For Auto Ins. Work?

Virtual Tour: Insurance Home

- Your Service History with JoeAuto.Com
- Automated Insurance History
- Auto Loan History
- Best Personal Job

Take a Virtual Tour of JoeAuto.Com....

Take a tour of a JoeAuto.Com facility
Brief descriptive copy of the tour ...

[This form will not be activated for 2.16.2001. Design should consider
that it will be replaced shortly after the initial release date.]

Stop through a JoeAuto.Com experience:
Brief descriptive copy of the experience...

Fast Connection - Requires (TBD) Plug-in
Slow Connection

Fast Connection - Requires (TBD) Plug-in
Slow Connection

Date & Time

Choose a location to view

Location Name
Location Name
[Selected LocationName]

[JAVA APPLET: current site uses 320x240.
Need to review applet or capabilities and
parameters. If JAVA not enabled on client's
browser, a text message stating "Java not
enabled" will be displayed within this area.]

[IMAGE]

Our location name Location

CONDITIONS
The Virtual Tour link (2300) has been selected.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
 - 3.1 "Take a Virtual Tour" navigation element needs to reflect a selected state indicating the user is within this section. Link is disabled for this page.
4. Take a Virtual Tour of JoeAuto.Com Section Title
5. Tour a JoeAuto.Com Facility (Disabled for 3.15.01 Release)
 - 5.1 Slow Connection (2310 - Pop-up Window 600x400)
 - 5.2 Fast Connection (TBD) Plug-in Required: [Technology TBD. Either IPIX or QTVR]
 - 5.3 Brief copy to give a description of the tour
6. Walk Me Through the JoeAuto.Com Experience
 - 6.1 Slow Connection (2340 - Pop-up Window (Size TBD))
 - 6.2 Fast Connection (2350 - Pop-up Window (Size TBD))
 - 6.2.1 Text Noting "TBD" Plug-in Required: [Technology TBD. Either QT, Real Media, or WMVP]
 - 6.3 Brief copy to give a description of the tour
7. View shop
 - 7.1 Default camera view (Selected by JAC - Showcase)
 - 7.1.1 Java Error Message if Java not enabled on user's browser
 - 7.1.2 Loading Image Java Applet (possible progress bar)
 - 7.2 Location Title
 - 7.3 View Other Locations
 - 7.3.1 Locations List (refreshes pages with selected location in view)
 - 7.3.2 Selected location to stand out in list of locations.

Figure 10

● Denotes actionable items.

932

Corporate Identity (Logo & Profile)	Home ●	To learn a little more about Joe's Service Center (1.877.563.2869) or to get more information, click on the link below.	To learn 1.877.JOEATV (1.877.563.2869) or to get more information, click on the link below.
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934 - Arrange Service ●

Step 1 2 3 4 5 6 Tell us what's wrong...

Use this area to tell us in your own words what is wrong or what you want done. Click here to use our Self-Diagnosis tool.

Or if you prefer to choose from some common repair services or symptoms, click the ADD buttons and follow the simple steps to select what... You may ADD as many items as necessary.

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CONDITIONS

The user has completed steps 1 and 2 in the Arrange Service process.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Arrange Service Title
- 3.1 Step Progression Bar - Step 3 is highlighted indicating that the user is on step 3 of 6.
- 3.2 What's Wrong
4. Free Form Service Description - This section is required if the user does not choose to utilize section 5.
- 4.1 Instructional copy
- 4.2 Self-Diagnosis Tool (SDT)
- 4.2.1 Descriptive copy
- 4.3 Description Text Box - This field is a "memo sized" alphanumeric field.
5. Assisted Service Description - This section is required if the user does not choose to utilize section 4.
- 5.1 Descriptive copy
- 5.2 Service Line Item - When there is no line item then add some instructional copy telling the user to click the add button to add a service item.
- 5.2.1 Edit Button (9117) - When this button is selected it triggers a pop-up window with the fields populated for editing.
- 5.2.2 Delete Button - When selected this button is selected it triggers a pop-up confirmation window with a cancel and an accept button. If the user selects the accept button then the page (9120) is refreshed with this line item deleted and the confirmation window closes and the screen remains the same.
- 5.2.3 Item Number - This is a counter that increments with each line item.
- 5.2.4 Problem Area - This field is based upon the fields that the user selected inside the symptoms window.
- 5.2.5 Symptom - This field is based upon the fields that the user selected inside the symptoms window.
- 5.2.6 Details - This field is based upon the fields that the user selected inside the symptoms window.
- 5.2.7 Estimate - This field is based upon the service requested and the market specific rate for that service.
- 5.2.8 Add Button (9170) - Selection of the Add Button causes a pop-up window to open.
6. Runover to Runover Inspection - One of the options in this section are required.
- 6.1 Descriptive copy
- 6.2 Yes Radio Button
- 6.3 No Radio Button
7. Need Help
- 7.1 Instructional copy

Figure 11



ARRANGE SERVICE - STEP 4 (NON REGISTERED) 3120

LAST REVISED - 12.07.00 vx

Denotes actionable items.

Corporate Identity
(Loop A Preside)

Home
☐ Local

To locate a JoeAuto Service Center near you, please enter your five digit zip code.

Toll free 1.877.JOEAUTO
(1.877.555.2689) or
contact Live Help

Arrange Service

Step 1 2 3 4 5 6 What time...

Location

Times available for Location Name, Street Address, City, State, Zip, Tel Number:

Typically vehicles recalled by JoeAuto before 1:30 pm are returned the same day before 8:30 pm...

8:30 am
status to reflect available, some available (selected), not available

1:00 pm
Same Day

1:30 pm
Select a TIME will advance the screen

8:30 pm
Overline

Previous
Next

450
910

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.555.2689)

Contact Us | Site Map | Privacy Policy | Terms of Service | Feedback | JoeAuto.com

CONDITIONS
The user has completed steps 1, 2 and 3 in the Arrange Service process.

REQUIREMENTS

- Standard Header
- Standard Footer
- Arrange Service Title
 - 3.1 Step Progression Bar - Step 4 is highlighted indicating that the user is on step 4 of 6.
 - 3.2 What Time
- Location Schedule
 - 4.1 Descriptive copy
 - 4.2 Location Information - This information is based upon the zip code that the user entered in step 1 and is pulled from a Locations database.
 - 4.2.1 Location Name
 - 4.2.2 Street Address
 - 4.2.3 City
 - 4.2.4 State
 - 4.2.5 Zip Code
 - 4.2.6 Communication Center Telephone Number
- Decartes Scheduling Tool
 - 5.1 Instructional Copy
 - 5.2 Decartes Scheduler - This tool displays the schedule for the next seven days in thirty-minute intervals (similar to www.walgreens.com scheduling tool). The time slot graphic changes colors depending upon the availability of that time slot (i.e. Available, Going Fast, Gone). The background of the scheduling tool changes depending upon the turn around qualifications (i.e. Same Day, Overnight) for that time slot. The user selects the time slot that they wish to schedule an event for by clicking on that image causing the form to submit to 3130 with that time marked as the desired time. If the user is returning to this screen by using the previous button or edit button then the image marking the time that was previously selected has changed to note that this time has already been reserved for the user.
- Need Help
 - 6.1 Instructional copy
- Previous Button - Selection of this button links to 3112 with the information populated that was entered in step 3.
- Next Button - This button is only visible if the user is returning to this screen and has previously reserved a time. Selection of this button causes the form is submitted to 3130.

NOTES
If the user has not complete steps 1, 2 and 3 in the Arrange Service process then the user will be redirected to 3100.

Figure 12



ARRANGE SERVICE - STEP 5 (NON REGISTERED) 3130

LAST REVISED - 12.07.00 Vx

Denotes actionable items.

962

Corporate Identity

Home

1

To locate a Joe Auto Service Center near you. Please enter your five digit Zip code.

Locate

Toll free 1.877.JOE.AUTO (1.877.563.2868) or contact Live Help

Arrange Service

Step 1 2 3 4 5 6 Your Information...

Tell us about yourself. Let's find a Gemini with a full moon rising :)

966

Salutation

First Name

Last Name

968

Where can we call you during your repatriation?

Primary

Alternate

970

Would you like a loaner mobile phone at no extra charge so that we may contact...?

Yes

No

972

Where are we going?

Where are we picking up your vehicle?

Street Address

City, State, Zip

974

How long will it take to get your vehicle repaired at a dealer address that the place we are picking up from you may wish to establish in order to get your vehicle repaired at a dealer address?

976

How long will it take to get your vehicle repaired at a dealer address that the place we are picking up from you may wish to establish in order to get your vehicle repaired at a dealer address?

978

How long will it take to get your vehicle repaired at a dealer address that the place we are picking up from you may wish to establish in order to get your vehicle repaired at a dealer address?

980

How long will it take to get your vehicle repaired at a dealer address that the place we are picking up from you may wish to establish in order to get your vehicle repaired at a dealer address?

CONDITIONS

The user has completed steps 1, 2, 3 and 4 in the Arrange Service process.

REQUIREMENTS

- Standard Header
- Standard Footer
- Arrange Service Title
 - Step Progression Bar - Step 5 is highlighted indicating that the user is on step 5 of 6.
 - Personal Information
- Name
 - Salutation Drop Down Box
 - First Name Text Box - This is a required alphanumeric field that is limited to 255 characters.
 - Last Name Text Box - This is a required alphanumeric field that is limited to 255 characters.
- Contact Information
 - Primary Phone Number - This is a required action.
 - Area Code Text Box - This is a numeric field that is limited to 3 digits.
 - Prefix Text Box - This is a numeric field that is limited to 3 digits.
 - Suffix Text Box - This is a numeric field that is limited to 4 digits.
 - Alternate Phone Number
 - Area Code Text Box - This is a numeric field that is limited to 3 digits.
 - Prefix Text Box - This is a numeric field that is limited to 3 digits.
 - Suffix Text Box - This is a numeric field that is limited to 4 digits.
 - E-Mail Address Text Box - This is a required alphanumeric field that is limited to 255 characters. This field needs to follow the standard email address format (i.e. jusername@domain).
- Loaner Mobile Phone - One option in this section is required.
 - Descriptive copy
 - Details (3176)
 - Yes Radio Button
 - No Radio Button

- Pick Up Address
 - Descriptive copy
 - Street Address 1 Text Box - This is a required alphanumeric field that is limited to 255 characters.
 - Street Address 2 Text Box - This is an alphanumeric field that is limited to 255 characters.
 - City - This is populated from the Zip Code database based upon the zip code that the user has entered.
 - State - This is populated from the Zip Code database based upon the zip code that the user has entered.
 - Zip - This is the zip code that the user entered in step 1.
 - Return Address
 - Descriptive/Instructive copy
 - Click Here (TBD) to validate - Selecting this link will cause a pop-up window.

8. Special Instructions

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

1044500 1044500

Figure 13



ARRANGE SERVICE - STEP 6 (NON REGISTERED) 3140

LAST REVISED - 12.07.00 v.X

982

Corporate Identity
(Log & Print)

Home

1

To locate a Joe Auto Service Center near you, Please enter your five digit Zip code.

Locals

To call 1.877.JOE.AUTO (1.877.583.2869) or contact Live Help

984

Arrange Service

Step 1 2 3 4 5 Summary

986

Contact Information:

(Name & Tel.)

(Title) (first name) (last name) (primary tel.) (secondary tel.) (e-mail)

988

Scheduled (DRIVE IN / PICK UP) service for:

(year) (make) (model)

990

From this address:

(street address), (street address line 2), (city) (state) (zip)

992

At this time:

(scheduled time)

994

At our (STORE NAME) Service Center:

(street address), (street address line 2), (city) (state) (zip)

996

To do this:

(Service Item 1) (known dollar amount) (Service Item 2) (known dollar amount) (Service Item 3) (known dollar amount) (Total per hour) (per amount) (Total per hour)

998

Step 6 - Touch Communication (Business Hours) 1st 2nd 3rd 4th 5th 6th 7th 8th 9th 10th 11th 12th 13th 14th 15th 16th 17th 18th 19th 20th 21st 22nd 23rd 24th 25th 26th 27th 28th 29th 30th 31st 32nd 33rd 34th 35th 36th 37th 38th 39th 40th 41st 42nd 43rd 44th 45th 46th 47th 48th 49th 50th 51st 52nd 53rd 54th 55th 56th 57th 58th 59th 60th 61st 62nd 63rd 64th 65th 66th 67th 68th 69th 70th 71st 72nd 73rd 74th 75th 76th 77th 78th 79th 80th 81st 82nd 83rd 84th 85th 86th 87th 88th 89th 90th 91st 92nd 93rd 94th 95th 96th 97th 98th 99th 100th 101st 102nd 103rd 104th 105th 106th 107th 108th 109th 110th 111th 112th 113th 114th 115th 116th 117th 118th 119th 120th 121st 122nd 123rd 124th 125th 126th 127th 128th 129th 130th 131st 132nd 133rd 134th 135th 136th 137th 138th 139th 140th 141st 142nd 143rd 144th 145th 146th 147th 148th 149th 150th 151st 152nd 153rd 154th 155th 156th 157th 158th 159th 160th 161st 162nd 163rd 164th 165th 166th 167th 168th 169th 170th 171st 172nd 173rd 174th 175th 176th 177th 178th 179th 180th 181st 182nd 183rd 184th 185th 186th 187th 188th 189th 190th 191st 192nd 193rd 194th 195th 196th 197th 198th 199th 200th 201st 202nd 203rd 204th 205th 206th 207th 208th 209th 210th 211st 212th 213th 214th 215th 216th 217th 218th 219th 220th 221st 222nd 223rd 224th 225th 226th 227th 228th 229th 230th 231st 232nd 233rd 234th 235th 236th 237th 238th 239th 240th 241st 242nd 243rd 244th 245th 246th 247th 248th 249th 250th 251st 252nd 253rd 254th 255th 256th 257th 258th 259th 260th 261st 262nd 263rd 264th 265th 266th 267th 268th 269th 270th 271st 272nd 273rd 274th 275th 276th 277th 278th 279th 280th 281st 282nd 283rd 284th 285th 286th 287th 288th 289th 290th 291st 292nd 293rd 294th 295th 296th 297th 298th 299th 300th 301st 302nd 303rd 304th 305th 306th 307th 308th 309th 310th 311st 312nd 313th 314th 315th 316th 317th 318th 319th 320th 321st 322nd 323rd 324th 325th 326th 327th 328th 329th 330th 331st 332nd 333rd 334th 335th 336th 337th 338th 339th 340th 341st 342nd 343rd 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676th 677th 678th 679th 680th 681st 682nd 683rd 684th 685th 686th 687th 688th 689th 690th 691st 692nd 693rd 694th 695th 696th 697th 698th 699th 700th 701st 702nd 703rd 704th 705th 706th 707th 708th 709th 710th 711st 712nd 713th 714th 715th 716th 717th 718th 719th 720th 721st 722nd 723rd 724th 725th 726th 727th 728th 729th 730th 731st 732nd 733rd 734th 735th 736th 737th 738th 739th 740th 741st 742nd 743rd 744th 745th 746th 747th 748th 749th 750th 751st 752nd 753rd 754th 755th 756th 757th 758th 759th 760th 761st 762nd 763rd 764th 765th 766th 767th 768th 769th 770th 771st 772nd 773rd 774th 775th 776th 777th 778th 779th 780th 781st 782nd 783rd 784th 785th 786th 787th 788th 789th 790th 791st 792nd 793rd 794th 795th 796th 797th 798th 799th 800th 801st 802nd 803rd 804th 805th 806th 807th 808th 809th 810th 811st 812nd 813th 814th 815th 816th 817th 818th 819th 820th 821st 822nd 823rd 824th 825th 826th 827th 828th 829th 830th 831st 832nd 833rd 834th 835th 836th 837th 838th 839th 840th 841st 842nd 843rd 844th 845th 846th 847th 848th 849th 850th 851st 852nd 853rd 854th 855th 856th 857th 858th 859th 860th 861st 862nd 863rd 864th 865th 866th 867th 868th 869th 870th 871st 872nd 873rd 874th 875th 876th 877th 878th 879th 880th 881st 882nd 883rd 884th 885th 886th 887th 888th 889th 890th 891st 892nd 893rd 894th 895th 896th 897th 898th 899th 900th 901st 902nd 903rd 904th 905th 906th 907th 908th 909th 910th 911st 912nd 913th 914th 915th 916th 917th 918th 919th 920th 921st 922nd 923rd 924th 925th 926th 927th 928th 929th 930th 931st 932nd 933rd 934th 935th 936th 937th 938th 939th 940th 941st 942nd 943rd 944th 945th 946th 947th 948th 949th 950th 951st 952nd 953rd 954th 955th 956th 957th 958th 959th 960th 961st 962nd 963rd 964th 965th 966th 967th 968th 969th 970th 971st 972nd 973rd 974th 975th 976th 977th 978th 979th 980th 981st 982nd 983rd 984th 985th 986th 987th 988th 989th 990th 991st 992nd 993rd 994th 995th 996th 997th 998th 999th 1000th

1000

CONDITIONS

The user has completed steps 1, 2, 3, 4 and 5 in the Arrange Service process.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Arrange Service Title
- 3.1 Step Progression Bar - Step 6 is highlighted indicating that the user is on step 6 of 6.
- 3.2 Summary
4. Contact Information - Information in this section is populated by what the users has selected on 3130.
 - 4.1 Title
 - 4.2 First Name
 - 4.3 Last Name
 - 4.4 Primary Telephone Number
 - 4.5 Alternate Telephone Number
 - 4.6 E-Mail Address
 - 4.7 Edit Button - If this button is selected then the user is redirected to 3130 populated with their previous entries.
5. Vehicle Information - Information in this section is populated by what the users has selected on 3110. In the title of this section the type of service (i.e. Pick Up or Drive In) should be indicated.
 - 5.1 Year
 - 5.2 Make
 - 5.3 Model
 - 5.4 Edit Button - If this button is selected then the user is redirected to 3110 populated with their previous entries.
6. Pick Up Address - Information in this section is populated by what the users has selected on 3150. This section is only visible if the user has selected pick up service.
 - 6.1 Street Address 1
 - 6.2 Street Address 2
 - 6.3 City
 - 6.4 State
 - 6.5 Zip
 - 6.6 Edit Button - If this button is selected then the user is redirected to 3150 populated with their previous entries.
7. Time - Information in this section is populated by what the users has selected in 3120.
 - 7.1 Date
 - 7.2 Time
 - 7.3 Edit Button - If this button is selected then the user is redirected to 3120 populated with their reserved time already marked.
8. Service Center Location - Information in this section is populated by the Locations database based upon what zip code the user has entered.

Figure 14

ARRANGE SERVICE - SUCCESS (NON REGISTERED) 3150

LAST REVISED - 12.07.00 VX

- CONDITIONS**
The user has completed all the steps in the Arrange Service process.
- REQUIREMENTS**
1. Standard Header
 2. Standard Footer
 3. Appointment Confirmation
 - 3.1 Transaction Code - This is a unique random alphanumeric code that is generated for each transaction.
 - 3.2 Important copy - Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto.
 4. Loaner Vehicle Form - This section is only visible if the user has requested a loaner vehicle.
 - 4.1 Click Here (TBD) - This link will cause a pop-up window with the application.
 - 4.2 Description/Instructions copy
 5. Registration
 - 5.1 Descriptive copy
 - 5.2 Username text box - This is a required alphanumeric field that is limited to 255 characters.
 - 5.3 Password Verification text box - This is a required alphanumeric field that is limited to 255 characters.
 - 5.4 Password text box - This is a required alphanumeric field that is limited to 255 characters. This field is used to verify the password that was entered in 5.3.
 - 5.5 Register button - Selecting this button will cause the verification of the form in 5, causing the page (3150) to be refreshed highlighting and describing any errors on the page. Upon verification the form is submitted to (TBD).
 6. Map/Directions
 - 6.1 Descriptive copy
 - 6.2 Click Here (3152) - Push the information needed to look up the map or direction of the JoeAuto Service Center.
 7. Need Help
 - 7.1 Instructional copy
 8. Arrange Service For Another Vehicle Button (3100) - This send the user to 3100 but populates all of the personal information for the user from the information that was submitted during the first process.
 9. Home Button (0001)
- NOTES**
If the user has not completed all the steps in the Arrange Service process then the user will be redirected to 3100.

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

1008

Decodes actionable items.

Corporate Identity (Logo & Footer)

Home

To locate a JoeAuto Service Center near you, Please enter your five digit zip code.

Locate

You see 1,872 JOE AUTO (1,872,683,2680) or contact 1,872,683,2680

Appointment Confirmation

Transaction Code... (transaction #)

1010

1014

1012

View/Print Details

Click Here if you wish to fill out the Loaner Vehicle form online. This may also be done at the time of delivery. [Only appears if Loaner Vehicle is requested.]

Registration

To save you time on your next visit and remember some of your preferences such as vehicle information, address (depends on completed fields), provide us with a user name and password so that we may identify you at a later time. THIS IS NOT REQUIRED TO COMPLETE SCHEDULING OF YOUR SERVICE BUT WILL SAVE YOU CONSIDERABLE TIME WHEN YOU RETURN TO CHECK STATUS OR SCHEDULE SERVICE AT ANOTHER TIME.

User ID: 1018

1020

1022

1024

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Corporate Identity (Logo & Profile)	Home	To locate a JoeAuto Service Center near you, please enter your five digit Zip code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Arrange Service	Toll free 1.877.JOEAUTO (1.877.563.2666) or contact Live Help
---	-------------	--	------------------------	---

Log In...

Tired to communicate a question to the consumer for the purpose of proposing the question "Tell us where you are?" or "Where will you be?" or "Are we near either of those choices?" and why we are asking.

Welcome back John. Not John? [Click here to...](#)

Instructional text for a cookie to returning user...

1104

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Next

Commercial

Accounts...?

Click Here to name

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tulla facilis.

1110

Security Seal

Security Seal

Head Help? Contact our customer care center at 1.877.JOEAUTO (1.877.563.2666).

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CONDITIONS

Conditions
The Arrange Service Link (3100) and this computer has a registered user cookie on it.

REQUIREMENTS

1. Standard Header
 - 1.1 Arrange Service navigation element will be disabled.
2. Standard Footer
3. No Left Hand Navigation
4. Arrange Service Title
 - 4.1 Log In ..
 - 4.2 Instructional Copy

5. Welcome Copy
5.1 Welcome back (COOKED USER).
5.1.1 Click Here if not (COOKED USER) (3100)
5.2 Instructional copy

6. Login Area
6.1 Username
Alphanumeric
Required (field not empty)
6.2 Password
Alphanumeric
Required (field not empty)
6.3 Forgot Password? (link)

- 7. Next Button**
Validate Form
Submits Form

- 0. Looking for Fleet Service?**
0.1 Instructive copy
0.2 Click Here (9000)

- ### 9. Security Seals (TBD)

NOTES

- Form validation causes page to refresh with errors highlighted
- Form submits to 3115

Corporate Identity
(Logo & Profile)

To locate a JoeAuto Service Center near you, please enter your five digit Zip code. Local

Toll free 1.877.JOE.AUTO
(1.877.582.2689) or
contact Live Help

Arrange Service ●

Step 1 2 3 4 Your Information... Descriptive text about this page ...

Who is responsible today...? (Contact Info) - please select one.

<input checked="" type="radio"/> You First Name Last Name	<input type="button" value="View History"/>
1116 ●● (first name) (last name) (email_address@url.com) sell del	
1118 ●● (first name) (last name) (email_address@url.com) sell del	
Premium Tel Alternate Tel	Want us to just call you in stated? <input type="checkbox"/> Yes, it's critical time! <input type="checkbox"/> No
1120 ●● select: <input checked="" type="checkbox"/> collect: <input type="checkbox"/> <input type="button" value="sell del"/> <input type="button" value="view history"/>	

Would you like a loaner mobile phone at no extra charge so that we don't contact...? Possibly ☐ Yes ☐ No

Which vehicle are we looking at...? Please select one (You may schedule service for a second vehicle....)

<input checked="" type="radio"/> Vehicle Model Year	<input type="button" value="View History"/>
1130 ●● (make) (model) (year) sell del	
1132 ●● (make) (model) (year) sell del	
1134 ●● (make) (model) (year) sell del	

Customer vehicles currently scheduled for service: 200811

<input checked="" type="radio"/> Where is your vehicle at...?	<input type="button" value="View History"/>
1136 ●● Pick-Up Store In Stock Address City State Zip	
<input type="radio"/> Street address 1, 2 (city) (state) (zip) sell del	
<input type="radio"/> Street address 1, 3 (city) (state) (zip) sell del	

If you anticipate having your vehicle returned to a different address than the one we are picking up from, you may wish to SUBMIT HERE to check that the address is valid in our Pick-Up & Return area.

Contact our customer care center at 1.877.JOE.AUTOS (1.877.582.2689).

PROPRIETARY AND CONFIDENTIAL TO THE IDEALITO.COM BUSINESS MODEL

Figure 18

JOE AUTO.COM

ARRANGE SERVICE - NEW CONTACT (REGISTERED) 3116

LAST REVISED - 12.07.00 VX

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Call Toll Free 1.877.JOE AUTO
(1.877.553.2668) or Live Help

New contact person...
Copy needed? ☐ No ☒ Yes

Salutation First Name Last Name

Where can we call you during your repair? Primary Alternate

e-Mail

☒ Check here if you would like this contact to be the default primary contact.

Cancel ADD

CONDITIONS
The New Contact List (3116) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll Free 1.877.JOE AUTO (1.877.553.2668) or Live Help
2. New contact person ...
 - 2.1 Instructional copy
3. Personal Information
 - 3.1 Salutation
 - 3.2 First Name
 - 3.3 Last Name
4. Where can we call you?
 - 4.1 Primary Telephone Number
 - 4.2 Alternate Telephone Number
 - 4.3 Email Address
5. Check here if you would like this contact to be the default primary contact.

6. Cancel Button
Closes window

7. Add Button
Validates Form
Submits Form

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

● Denotes actionable items.

Corporate Identity
(Logo & Profile)

Call Toll Free 1.877.JOE.AUTO
(1.877.563.2869) or Live Help

1. New vehicle.

Copy needed? Normo loam ipsum dolor sit amet. Normogin reat duceub um tulin koolia.

Make Year

1172 1174 1176

2. Check here if you would like this vehicle to be the default primary vehicle.

1180 1182

cancel ADD

CONDITIONS

The New Vehicle Link (3117) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promises
 - 1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2868) or Live Help
2. New vehicle ...
 - 2.1 Instructional copy

3. Vehicle Information

- Require 3.1, 3.2, and 3.3 (field selected)
3.2 Model - Populated by selection of Make
Gray this section out until Make is selected
Require 3.1, 3.2, and 3.3 (field selected)
3.3 Year - Populated by selection of Model
Gray this section out until Model is selected
Require 3.1, 3.2, and 3.3 (field selected)

4. Check here if you would like this contact to be the default primary vehicle.

Check Box

5. Cancel Button Closes window

6. Add Button
Validates Form
Submits Form

NOTES

- Form validation causes page to refresh with errors highlighted
- Upon validation the form is submitted and the window closes after refreshing the parent window

● Denotes actionable items.

Corporate Identity
(Logo & Promise)

Call Toll Free 1.877.JOE AUTO
(1.877.563.2668) or Live Help

New address...
Copy needed? Name: Email: Home: Mobile:

Street Address

Street Address Continued

City, State Zip

☒ Check here if you would like this address to be the default primary address.

CONDITIONS
The New Address Link (3118) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll Free 1.877.JOE AUTO (1.877.563.2668) or Live Help

2. New address ...
 - 2.1 Instructional copy

3. Zip Code
 - 3.1 Text Box

4. Address
 - 4.1 Only visible after Zip Code has been verified
 - 4.1.1 Street Address 1
 - 4.1.2 Street Address 2
 - 4.1.3 City
 - 4.1.4 Hard Coded Text
 - 4.1.5 Populated from Zip Code
 - 4.1.6 Hard Coded Text
 - 4.1.7 Populated from Zip Code
 - 4.1.8 Hard Coded Text
 - 4.1.9 Populated from Zip Code

5. Check here if you would like this address to be the default primary address
 - 5.1 Only visible after Zip Code has been verified
 - 5.2 Check Box

6. Cancel Button
 - 6.1 Closes window

7. Verify Button
 - 7.1 Valid until the Zip Code has been validated
 - 7.2 Validates Form - Refreshes page with Zip Code error messages in appropriate places
 - 7.3 Submits Form
 - 7.4 Refreshes Window

Corporate Identity (Type A or B)	Home	To locate a JoeAuto Service Center near you, Please enter your five digit Zip code.	<input type="checkbox"/> Local	Toll free 1-877-JOEAUTO (1-877-583-2688) or contact Live Help
Arrange Service				
Step 1 ② 3 4 So what's wrong... —1236				
1236	① Is your car in safe drivable condition?			
Note: This question only appear if the user requests pick up service.				
1240	③ Would you like a loaner vehicle? Detail			
Please note: In order to qualify for an hourly rate loaner car, you must:				
• be at least 21 years of age,				
• have a valid credit card (American Express, Visa, MasterCard, or Discover ****)				
• have a valid US drivers license				
• have mandatory liability coverage on the car, and				
• be able to show your drivers license and proof of insurance to JoeAuto. Com star				
1242	④ What can we do for you?			
Note: This question only appear if the user requests pick up service.				
1244	⑤ Please just come pick up my car, I know you'll have to call me, but I can't deal with this right now.			
I think it's fine for you, just pass it & let me know when the maintenance is scheduled. Or you may use this area to tell me how your work is going so that we can get what you want done. Click here to visit our Best Customer Price too				
1246	⑥ Can you provide us additional front money payments for the duration of your rental. Check below \$1000 (Please send \$1000 cash deposit to finance center). Your time for the hourly lease will increase by:			
1248	⑦ Would you like us to provide a FREE Airport Transfer to the location? We won't charge anything when picking you back up from the airport.			
<input type="radio"/> No <input checked="" type="radio"/> Yes				
If selected, please refer us to the following amount: \$ <input type="text"/>				
Need help? Contact our customer care team at 1-877-JOEAUTO (1-877-583-2688)				
1250 <input type="button" value="Next"/> <input type="button" value="Return"/>				
Contact Us Feedback Privacy Policy Terms of Service About Us Site Map © 2012 JoeAuto.com				

PROPRIETARY AND CONFIDENTIAL TO THE JOCAVITO.COM BUSINESS MODEL

[illegible]

Figure 23

[illegible]

Corporate Identity
(Logo & Profile)

Home

To locate a Use-Auto Service Center near you. Please enter your five digit Zip code.

Locate

Toll Free 1.877.USE-AUTO
(1.877.832.2680) or
contact 1.800.812.8122

1302

Appointment Confirmation

Transaction Code... (transaction #)

IMPORTANT: Please leave your car at a safe. No overnight storage and leave keys. No return to auto if you get bogged. Please get a receipt on delivery. Vehicle from factory support.

1304

View/Print Details

1306

Click here if you wish to [Complete/Edit] the Loaner Vehicle form online. This may also be done at the time of delivery.

Only appears if Loaner Vehicle is requested.

1307

Need to view a map or get directions? Click here to use MapQuest.

1308

Arrange Service for an Additional Vehicle

Home

1309

BOE

1300

Denotes actionable items.

1301

Corporate Identity
(Logo & Profile)

1302

Appointment Confirmation

1303

Transaction Code... (transaction #)

1304

View/Print Details

1305

Click here if you wish to [Complete/Edit] the Loaner Vehicle form online. This may also be done at the time of delivery.

1306

Need to view a map or get directions? Click here to use MapQuest.

1307

Arrange Service for an Additional Vehicle

1308

Home

1309

BOE

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Corporate Identity
(Logo & Profile)

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Corporate Identity
(Logo & Profile)

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Corporate Identity
(Logo & Profile)

Corporate Identity (Log & Print)		Call Toll free 1.877.JOBALTO (1.877.563.2868) or Live Help		Denotes actionable items.	
Problem Area ③ <u>1410</u>		Vehicles: (year) (make) (model) <u>1405</u>		Cardinals... ③ <u>1420</u>	
General Services Sliding Symptom ... Symptom ... Symptom ... Symptom ... Symptom ...		Won't Start Always Giving Noise Detail... Detail... Detail... Detail...		Sometimes Morning Condition... Condition...	
NOTE: For service other than "GENERAL SERVICE" jams, a \$(market rate) diagnostic will be charged.					
<u>1415</u> ③ <u>\$200.00</u> + <u>\$200.00</u> = <u>\$400.00</u> parts		<u>\$200.00</u> + <u>\$200.00</u> = <u>\$400.00</u> labor		<u>\$200.00</u> + <u>\$200.00</u> = <u>\$400.00</u> total	
sub total		tax (market %)		ADD	
cancel		1420		1435	

6. Note: For service other than "GENERAL SERVICE" items, a \$(market specific) diagnostic fee will be charged.

7. Estimate
Only visible if relevant
7.1 Parts Cost
Populated upon selection of Detail
7.2 Labor Cost
Populated upon selection of Detail
7.3 Subtotal
Populated upon selection of Detail
Determined by the sum of Labor Cost
7.4 Tax
Populated upon selection of Detail

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

Figure 27

WATCH YOUR REPAIR LIVE ON THE INTERNET - (SAMPLE DETAIL) 4110

LAST REVISED - 12-07-00

VX

- CONDITIONS**
The Watch Your Repair Live on the Internet Demo (4110) Link was selected.
- REQUIREMENTS**
1. Standard Header
 2. Standard Footer
 3. Standard Left Hand Navigation
 - 3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section.
 4. Watch Your Repair Live on The Internet
 - 4.1 Descriptive copy
 5. Image Stream
 - 5.1 Default Image Stream (Selected by JoeAuto - Showcase)
 6. Arrange Service Now (3100)
 7. Check out some of our other Solutions
 - 7.1 Solutions List (1200)

Depot's actionable items.

1735

Arrange Service Now

To locate a JoeAuto.Com Service Center near you, please enter your five digit zip code. [contact Live Help](#)

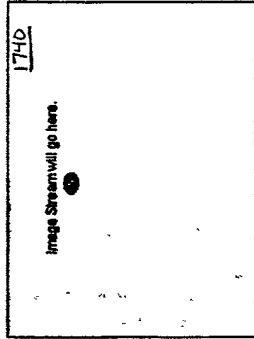
Toll free 1.877.JOEAUTO (1.877.563.2886) or

Corporate Identity (Logo & Profile)

Home

Watch Your Repair Live on The Internet

Descriptive Text...



1745

Arrange Service Now

Check out some of our other Solutions

- Solution X
- Solution X
- Solution X
- Solution X
- Solution X

1740

Image Stream will go here.

1750

- Solution X
- Solution X
- Solution X
- Solution X
- Solution X

What is your intent to purchase?

OVERVIEW JoeAuto.Com

JoeAuto.Com

Performance Data

Take A Virtual Tour

Compare Our Prices

Compare Additional Products Needed

1600 Cash or 600 Off Your Bill

Look for financing

Get Detailed Estimate

Service Center

Watch Your Repair Live

Watch Your Repair Live on the Internet

Watch Your Repair Live Now

Total Cost - \$1000.00

Your Service History with JoeAuto.Com

Additional Products Needed

Get Cash Back

Get Personal Info

Figure 29

How Far Along Are We 4200

LAST REVISED - 12.07.00 v.X

Invested To Not Waste Your Time

JOEAuto.com

Corporate Identity
(Logo & Profile)

Home

To locate a JoeAuto.Com Service Center near you, please enter your five digit Zip code.

Toll free 1.877.JOEAuto (1.877.686.2686) or contact Live Help

What Do You Want to Know?

JOEAuto.Com

- Performance Data
- Take A Virtual Tour
- Compare Our Prices
- Police: Additional Reports Needed
- \$99 Cash or \$50.00 Off Your Bill

Let's Do Business

- Best Diagnostic Equipment
- Service Service

What Is It Worth?

- What's Your Repair Line on the Internet?
- What's Your Rep? (1.877.686.2686)

Let's Talk About It

- Your Service History with JoeAuto.Com
- Automotive Resource Library
- Additional Services
- Best Personal ID

How Far Along Are We?

1905

[Screenshot of sample Vehicle Status page]

Descriptive copy of this feature...

1915

Arrange Service Now

Have a Transaction Number?

This is the one you were issued when you purchased your vehicle. Enter it here to get more information. Enter "111" for 1.877.JOEAuto (1.877.686.2686).

1910

View

Registered user or

1920

View

1925

View

1930

Security

1935

Security

- CONDITIONS**
The How Far Along Are We (4200) Link has been selected.
- REQUIREMENTS**
- Standard Header
 - Standard Footer
 - Standard Left Hand Navigation
 - How Far Along Are We navigation element will be selected indicating the user is within this section. Link is disabled.
 - How Far Along Are We With Your Repair?
 - New User Information
 - Vehicle Status Page Screenshot
 - Descriptive copy
 - Arrange Service Now Button (\$100)
 - Have a Transaction Number?
 - Descriptive/instructive copy
 - Transaction Number
 - Text Box
 - Required (field not empty)
 - View Button
 - Validate Form
 - Submit Form
 - Registered Users:
 - 1.1 Username
 - Text Box
 - Required (field not empty, less than 100 characters)
 - 1.2 Password
 - Text Box
 - Required (field not empty, less than 100 characters)
 - 1.3 View Button
 - Validate Form
 - Submit Form
 - 1.4 Forgot your password? (TBD)
 - Security Beale

Figure 31

[illegible]